



Night Time Economy

Information Pack



Welcome

This information pack has been created for night time economy businesses through Southend City BID and the Night Time Economy Group (NTEG).

The NTEG is formed of partners from across the city including local businesses, business representatives, licensing and safety organisations with the goal of collaborating to create a safe, diverse, and vibrant evening and late-night economy.

The NTEG will work together to support, develop and encourage a safe night time economy offer that residents, visitors and businesses can feel proud of. Meetings are held the last Thursday of each month at 11am.

Email either hello@southendbid.com or CityCentreManagement@southend.gov.uk to be added to the list of invitees.

Contents of this pack:

- Support services
- Resources available
- Venue expectations
- Frequently Asked Questions
- Initiatives



Support Services

The following list includes details on what organisations there are in Southend city that can assist you with a range of matters and how you can contact them.

Service	Location of Coverage	Description of services	Find out more	Contact details
Community Safety	All areas	The Community Safety Team are a high visibility patrol team with a mandate for complaints of anti-social behaviour (including street drinking, begging, rough sleeping). They work directly with Essex Police, Southend City BID and other partners to contribute towards making the city safer. They have a direct link to the unit's CCTV team via town link radio.	www.southendcsp.org.uk	01702 215000
Economic Development Team	All areas	<p>The Economic Development and Skills Team offer a range of expertise and advice to support local businesses. We work closely with a whole range of Council Teams, local support providers and partners, and can put you in touch with just the right person to help your business succeed.</p> <p>We provide services such as, but not limited to:</p> <ul style="list-style-type: none"> • Business support and/or referrals • Skills development – help train/recruit staff • Funding information – signpost to opportunities • Acting secretariat for Southend Business Partnership (SBP) 	www.businessonsea.co.uk	Phone: 01702 215022 Email: economicd@southend.gov.uk

Service	Location of Coverage	Description of services	Find out more	Contact details
Environmental Health: Southend City Council	All areas	We enforce all aspect of Environmental Health from food safety to statutory noise nuisance and ensure a consistent level playing field for business in respect of compliance. We work with businesses and residents in a balanced and proportionate way to both aid and ensure compliance.	www.southend.gov.uk	www.southend.gov.uk/mysouthend
Licensing: Essex Police	All areas	Our role is to support the processing of applications for premises, persons and temporary events licenses made to the Licensing Authority in order to support Essex Police Force objectives which are impacted upon by the activities of the licensed trade. We work with licensed premises, partners and internal stakeholders to support statutory licensing objectives, taking positive action to achieve compliance where this is proportionate and necessary.	www.essex.police.uk	Licensing.southend@essex.police.uk
Licensing: Southend City Council	All areas	We process applications for licensing and permissions for Alcohol, Gambling, Animals, Sale of Fireworks (not Firework Displays), Pavement Licences, Massage and Special Treatments, Scrap Metal, Hypnotism, Sexual Entertainment Venues, Taxi and Private Hire vehicles, drivers and operators and Petroleum. We carry out enforcement of licence conditions and relevant legislation and provide guidance on the above.	www.southend.gov.uk/licences-permissions-trading-standards	01702 215005 licact2003@southend.gov.uk
Pubwatch: Leigh	Leigh-on-Sea: Leigh Road, Broadway and Old Leigh	An association of licensed businesses in Leigh-on-Sea which collaborates to achieve and promote a safe night time economy for the benefit of our businesses, employees and visitors. Working in partnership with local services including Licensing and Essex Police for a vibrant and responsible environment for all.	leighpubwatch@gmail.com	leighpubwatch@gmail.com

Service	Location of Coverage	Description of services	Find out more	Contact details
Pubwatch: Southend	Southend-on-Sea: city centre and seafront	A committee to improve the ambiance of the environment in and around premises in the Pubwatch area whilst enhancing the safety, security, comfort and well being of customers and staff for a pleasurable visit that they wish to repeat. Working closely with local partners and authorities to achieve these aims.	pubwatch@cityofsouthend.com	pubwatch@cityofsouthend.com
Street Pastors	Southend-on-Sea: city centre and seafront	We offer help to the homeless and visitors as well as our community. For example we give out flip flops, hot drinks, water.	www.streetpastors.org	southend@streetpastors.org.uk
Southend City BID	Southend-on-Sea: city centre	Southend City BID was established in 2013 to provide levy paying businesses a range of projects and additional services to the BID zone, including the Street Ranger team. The team patrol the BID zone seven days a week; supporting businesses with incidents of crime, tackling anti-social behaviour, helping visitors, and working with partners in the Town Centre Police and Community Safety teams for a safe and inviting Southend.	www.southendbid.com	Street Rangers: Townlink Radio StreetRangers@SouthendBID.com Office: 01702 212053 Hello@SouthendBID.com">Hello@SouthendBID.com
Visit Southend website	All areas	The official destination website for Southend, providing residents and visitors with information on events, things to do, places to eat, shopping and more. Get your business listed by emailing culture&tourism@southend.gov.uk	www.visitsouthend.co.uk	Culture&tourism@southend.gov.uk

Resources Available

There are a number of resources available in the city that can help keep yourself, your staff and your customers safe.

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Town Link Radio

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DISC Crime Reduction System

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Travel Services

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Town Link Radio

The Town Link Radio system is used by businesses across Southend-on-Sea to help develop a safer trading environment.

More than 100 businesses share important information through the use of this radio system in order to try to detect and prevent crime.

The system links directly into the CCTV control room as well as safety personnel such as the Town Centre Police Team, and outreach services.

For further details please contact ShopSafe Radio on 0870 600 2006.

Call Priority

There is a hierarchy in terms of importance when monitoring calls over the radio.

- 1.** Panic alarm
- 2.** Police, CCTV, CS Officers and Street Rangers
- 3.** Active incidents
- 4.** Broadcast calls
- 5.** Radio checks

If there is an incident occurring higher in the priority list, i.e. panic alarm or police incident, the lower priorities should stand by until airway is clear.

Operating Guidelines for Radio Use

- 1.** Identify yourself
- 2.** Pause before you speak
- 3.** Advise who you want to talk to e.g CCTV or general call
- 4.** Keep your comms short and concise
- 5.** Speak clearly with a normal tone
- 6.** Give directions using landmarks in the city e.g towards the Odeon
- 7.** Avoid interrupting others
- 8.** Always remember others can hear you
- 9.** Do not transmit confidential information

Identification

In order to alert partner agencies to a specific person/persons remember to convey the following:

- 1.** Sex
 - 2.** Age
 - 3.** Clothing
 - 4.** Peculiarities (Appears Drunk)
 - 5.** Carrying/Pushing/Riding
 - 6.** Location
 - 7.** Direction of Travel
- IC1** White Skinned European Appearance
- IC2** Dark Skinned European Appearance
- IC3** African/Caribbean Appearance
- IC4** Asian Appearance
- IC5** Chinese/Japanese Appearance
- IC6** Arabian/Egyptian Appearance

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DISC Crime Reduction System

Provided through Southend City BID, the DISC crime reduction system is a unique information-sharing system that's helping drive down low-level crime and anti-social behaviour (ASB) across Southend.

It allows you to 'self-manage' low-level crime and ASB, and enables partnership working with other businesses, CCTV, Police and other services in the town.

The platform enables members to upload and view images and details of any offences committed inside participating venues.

It also contains details of any BOBB (Behave Or Be Banned) or CBO (Criminal Behaviour Order). Yourself and your staff can also use DISC for identification purposes, to receive alerts of targeted individuals and learn of upcoming events related to retail crime, rough sleeping, begging and anti-social behaviour.

In addition to this, DISC users have the means of accessing its Instant Messages (IM) function which allows information to be shared quickly with other users through the app for example if an aggressive individual has been removed from one premises you can quickly alert neighbouring businesses about the issue.

To set up, simply:

1. Email hello@southendbid.com to find our membership details
2. Once you have received your welcome email, set up your account on a laptop or desktop computer

3. Download the DISC app via iTunes or Google Play depending on the device
4. Log in using your existing details (the same used to log in on desktop)
5. After being prompted, create a 4-digit pin
6. Use this code to log into the app thereafter

To send and receive direct messages, please ensure that push notifications are activated in settings. Please be advised that users have overall control of messages sent because they are stored on the system, not devices, and therefore do not cause detriment to the Data Protection Act. Information stored on DISC is subject to GDPR protocols which every user must agree to adhere to.

Important links

- Log in page [Click here](#)
- Reset password [Click here](#)
- Help with logging in [Click here](#)
- DISC Instant Messages for IOS [Click here](#)
- DISC Instant Messages for Android [Click here](#)
- DISC app help (IOS & Android) [Click here](#)

3 Travel Services

Below are links to some of the travel services operating in the city with details of operating times you can share with your staff and customers.

Train



Bus



Venue Expectations

from the Southend Police Team

A summary of what the Southend Police Team expect from you as a licensed night time economy premises.

- Uphold their licensing objectives (for any queries on this contact the licensing teams on the “support services” section)
- Support other licensed premises
- Have confidence in reporting matters to police and other appropriate services
- Work positively in creating and promoting a safe night-time economy across Southend-on-Sea, including support of local Pubwatch schemes.



Frequently Asked Questions

When should I dial 999?

At any time when someone's welfare or property is immediately threatened, or when a situation is developing that otherwise requires the immediate attention of emergency services.

How do I report a crime online?

Visit www.essex.police.uk and click on 'Report'. You can then click to report crime, anti-social behaviour, Fraud, lost or found property, a breach of coronavirus measures, a road traffic incident, missing persons, civil disputes or lost or stolen vehicles.

What should I do if I have a vulnerable person in my premises?

Depending on the specific vulnerability and the urgency of the situation depends on what you should do. If you believe that someone's life is in danger, or they are likely to come to significant harm, then call 999. If the situation is not urgent (for example you have growing concerns for a regular patron that appears to be significantly neglecting their own wellbeing over time) then this can be reported by calling 101, and the appropriate services will be instructed.

What to do if we find illicit drugs on a customer or in the premises?

If a person is found in possession of substances that you suspect are controlled drugs AND you think they are in a quantity that indicates they may intend to supply them to someone else, detain them and call the police. When you call the police make clear what it is you have found, how much of it there is, and how it's packaged. The police will want to know who you are, where you are and how to contact you. They will want to know something about the person you have detained including their name and description. They will want to be able to assess what kind of risks may be involved including the behaviour of the person detained.

To eliminate confusion and limit the number of staff becoming potential witnesses it would be wise to nominate a single person from your team to manage the incident and to speak to the police when they arrive. Ask the police operator for an incident number and when to expect police to arrive. Clarify what you should do if the police don't arrive when expected or if circumstances deteriorate.

How about a small quantity?

If you recover a small quantity of material that you suspect to be controlled drugs you should try to obtain the details of the person involved and capture their image on CCTV. You should refuse entry to the customer and ban them. Drugs legislation provides a defence to the possession of such material for the purpose of preventing another from committing an offence and one must take all reasonable steps as soon as possible to deliver them to the police. You should put the material into a tamperproof evidence bag completing appropriate detail. You should record details of the matter in your premises incident records (Recommended: keep a copy of this document with your incident record).

In the absence of an immediately available police office to whom you can pass these materials they should be stored in an approved safe like an Essex Police Safety Deposit Box for which only the police have a key. You should contact your local Licensing Officer and ask them to arrange collection and disposal of contents in due course. Details of these materials and practices may be obtained from your local Licensing Officer. You should later discuss such seizures with your Licensing Officer as they may provide valuable intelligence/information.

How do I apply for a Temporary Events Notice (TENs) license?

Apply for this via MySouthend, more details can be [found here](#).

How do I apply for a pavement license?

Apply for this via MySouthend, more details can be [found here](#).

Where do I find what events are happening in the city?

Check out the listings at www.visitsouthend.co.uk/whatson

How do I get my own events promoted to a wider audience?

Head to www.visitsouthend.co.uk/promote for details.

Initiatives

A night time economy Charter will be launching in 2023 with the aim of getting night time economy businesses and services in Southend to make certain pledges.

There are also a range of safety initiatives which can to make staff and customers feel at ease. Some examples are below and you can find these and other information [here](#):

CHALLENGE

21

IF YOU ARE LUCKY ENOUGH TO LOOK UNDER 21 YOU WILL BE ASKED TO PROVE YOU ARE OVER 18 WHEN YOU BUY ALCOHOL

IF YOU ARE UNDER 18, IT IS AN OFFENCE TO BUY OR ATTEMPT TO BUY ALCOHOL

ACCEPTABLE FORMS OF ID:

- CARDS BEARING THE PASS HOLOGRAM
- PHOTOCARD DRIVING LICENCE
- PASSPORT
- MILITARY ID

www.pass-scheme.org.uk
drinkaware.co.uk for the facts

BRITISH BEER PUB ASSOCIATION

“Hi I’m Angela”

Are you on a date that isn't working out? **does it all feel a bit weird?**

Is your Tinder or PoF date not who they said they were on their profile?

If you go to the bar and ask for **“Angela”** the bar staff will know you need some help getting out of your situation and will call you a taxi or help you out discreetly - without fuss

#askforangela

WWW.NATIONALPUBWATCH.ORG.UK
ADMIN@NATIONALPUBWATCH.ORG.UK

NATIONAL PUBWATCH

STREET SAFE

Anonymously report areas you don't feel safe

www.police.uk/streetsafe



